

HOW TO CLEAN THE THERMAL PRINTHEAD

Summary

A regular cleaning schedule will greatly improve the life expectancy of the printhead and will help keep the print quality at a consistent high level. Official Toshiba guidelines suggest cleaning the printhead after every ribbon change however we advise cleaning on a more regular basis - preferably every morning before first use of the printer.

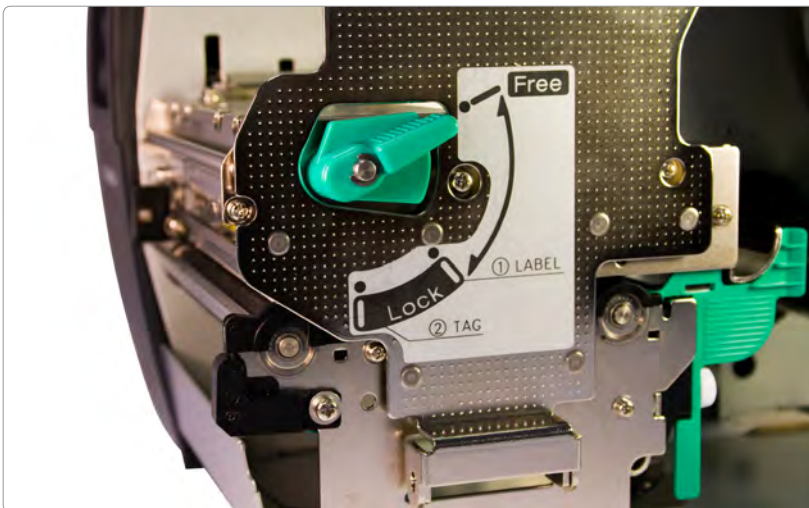
If at any time during the day print quality begins to deteriorate perform a printhead clean immediately.

Recommend cleaning products

- Toshiba Printhead Cleaner
- Toshiba Thermal Wipes
- Toshiba Printhead Cleaning Buds
- PID Cleaning Pen

1. Open the printer cabin and side panel

Switch off the printer and allow the printhead to cool for a minimum of 30 seconds. Open the printer cabin then unlock the side panel by turning the green lever to the 'Free' position and open.



Note: The printhead normally operates at very high temperatures so utmost care is required when handling directly in and around the printhead.

TOSHIBA

DOCUMENT DETAILS

Products

Toshiba B-SX4, Toshiba B-SX5

Article updated

25 August 2009

Website location

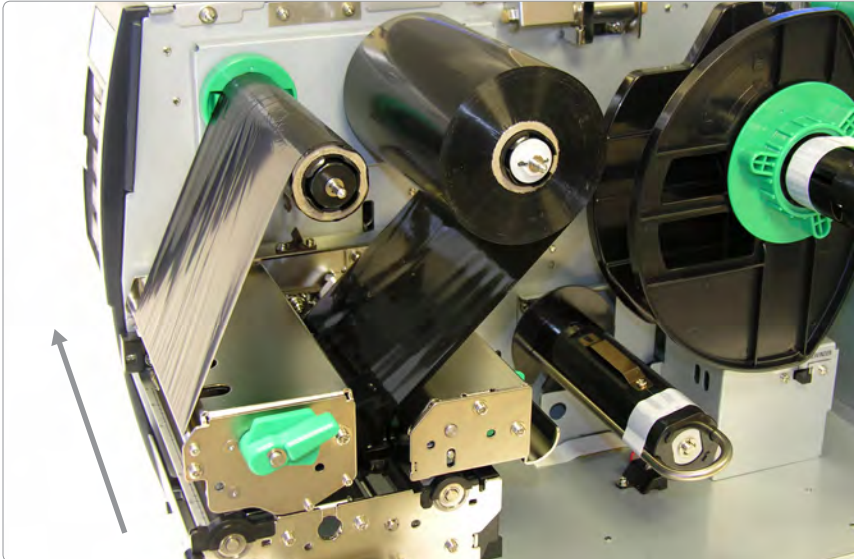
www.progressive-id.co.uk/help

Support contact

support@progressive-id.co.uk
01892 837722

2. Raise the printhead and pull ribbon across to one side

Raise the printhead block and gently pull the ribbon across to one side. This allows access to the printhead at the front of the printer.



Note: If unsure about pulling the thermal ribbon across without tearing please remove the ribbon entirely and refit after cleaning. If the ribbon is torn it will no longer be usable and will have to be replaced.

3. Clean the printhead

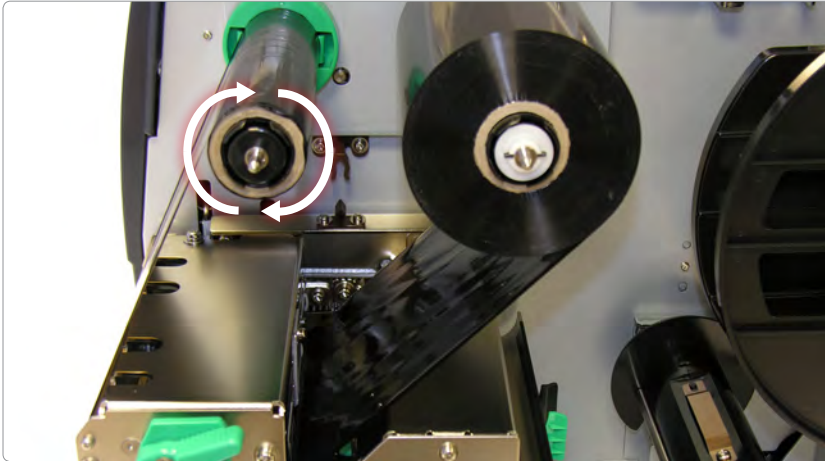
Wipe across the front of the printhead using a 'Printhead Cleaning Pen' or similar authorised cleaning product applying even and constant pressure across the surface. Allow 20 seconds for any excess fluid to evaporate.



Note: Only the very front of the printhead needs to be cleaned with the cleaning pen. Take care not to damage the printhead especially if wearing jewellery. Never under any circumstance use a sharp object to remove excess waste from the printhead as this is likely to cause severe damage.

4. Lower printhead and tighten ribbon

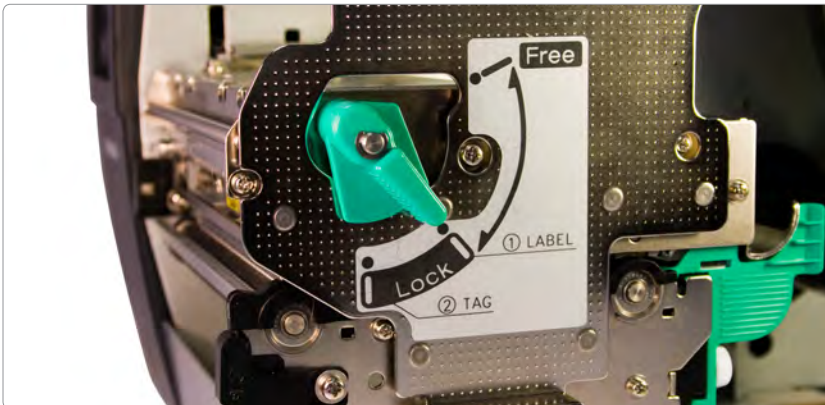
Lower the printhead block then pull the ribbon back to its normal position and wind up the slack by rolling the front ribbon holder clockwise.



Note: Do not worry if there are any creases in the ribbon as these will disappear once a few labels have been printed.

5. Close the side panel and printer cabin

Close the side panel and secure by turning the green lever to the 'Lock' position. Close the printer cabin.



Damaged or needs replacing?

If your printhead is damaged and needs replacing please call us on **01892 837722** for advice.

Still need help?

If you are still having problems please give us a call on **01892 837722** or email our support team on support@progressive-id.co.uk and tell us your issue. When contacting please state your name and the name of your company.

Also check out our website www.progressive-id.co.uk/help for more user guides and support documents.